



Session 18

Maximizing Your COD Experience

Barbara Davis

Wood Mason





What's New...

- Award year indicator in award year-specific message classes will be updated
- Award year option on batch screen
 - The COD web will provide the award year option on the Batch screen when conducting a person SSN search





And...

- Electronic Master Promissory Note ID
 - Award year indicator in the eMPN ID will roll over to “07” when COD 2006-2007 software is implemented next March





Basically, that's it!

- No changes to COD
- No new edit codes
- No record layout changes





COD is... Stabilized

- Significantly reduced the number of software defects
 - Software defects corrected faster; median age of defects significantly reduced
 - Dedicated teams to focus exclusively on resolving data cleanups and commingled student records





COD is Stabilized

- All schools successfully converted to Full Participants
- Improved Closeout Process
- Overall, improved system performance
- Continuous improvement in Customer Service scores





Keys to Maximizing

- *Other system improvements*
- *Enhancements and changes*





GAPS Automated Processing

- “Live” in mid-October
- COD/GAPS processing will occur within a 24-hour window
 - If we receive data by 10am ET, same day processing will occur
 - If we receive data after 10am ET, next day processing will occur but still within 24 hours





First Disbursement Date

- For the 06/07 AY, the earliest date schools may disburse Pell Grants is July 1, 2006
 - Federal Funds, AND
 - School Funds





Unprocessed Deobligations

- Resolve Negative Available Balances/
Unprocessed Deobligations
- Refund the cash
- Adjust the drawdown
- Increase the CFL
- **KEY:** Stay reconciled with GAPS





Send Money Orders or Checks...

Wood Mason

PO Box 555555

Atlanta, GA 55932

Attention: VITO (Virgin Islands Trust
& Oversight Bank)





Tools to Help You

- Two Pell Grant Data Requests tools to assist schools as they complete both the year-end and ongoing reconciliation process
 - Year-to-Date Record – contains detailed origination, disbursement, and summary information at a transaction level on all Pell Grant recipients at a school
 - Reconciliation Report





POP

- Review current POP Procedures
 - MRR
 - Work with other school(s)
- School or CSR can request escalation to FSA POP resolution team





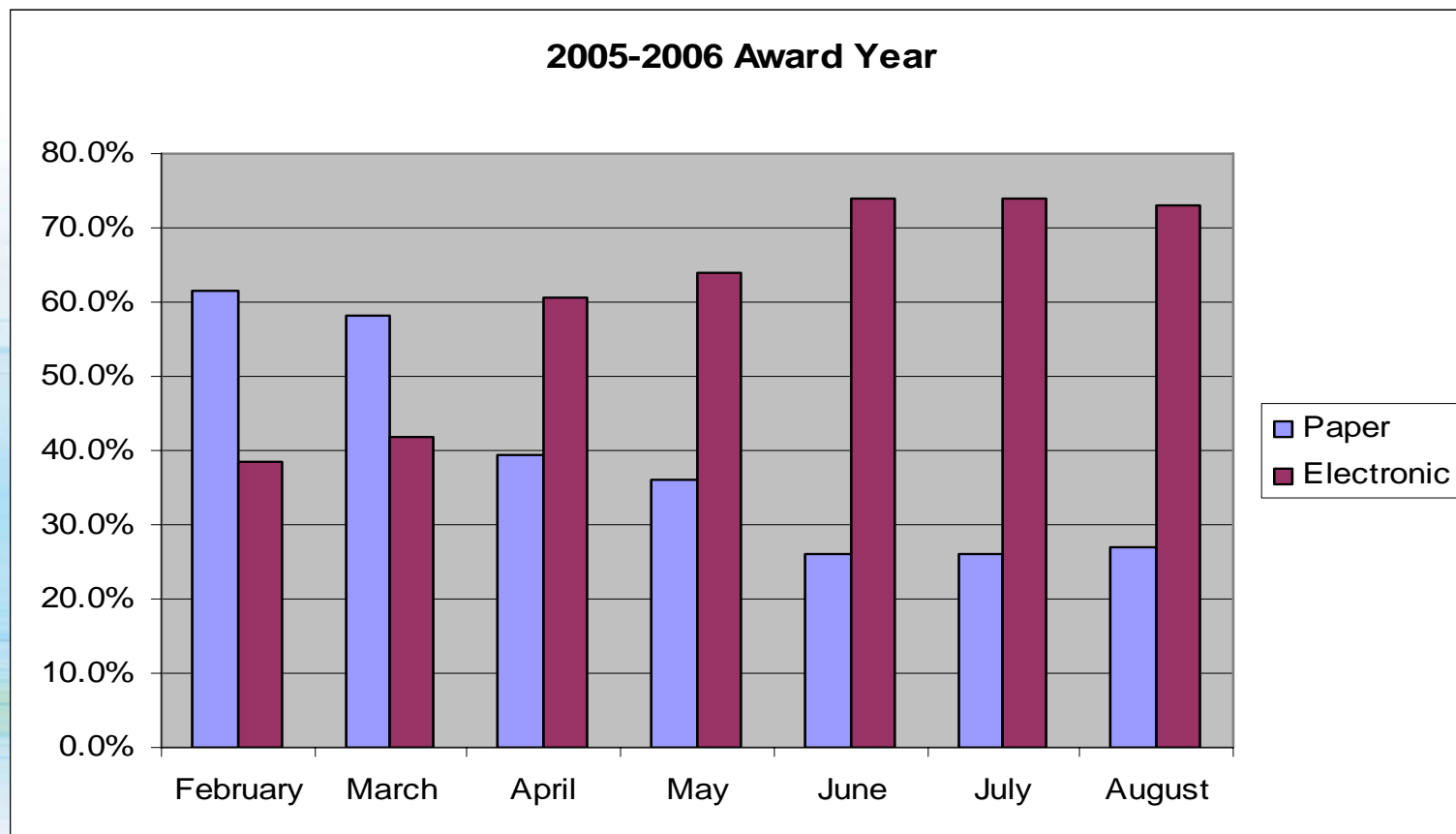
Promissory Notes

- New Master Promissory Note (MPN) forms for the 06/07 AY
- Borrowers also have the option to submit an MPN electronically
- <https://dlenote.ed.gov>





Paper MPN vs. Electronic MPN





Direct Loan Closeout Tools

- COD Web Site
- 30-Day Warning Report
- GAPS Web Site and Reports





Direct Loan Closeout Tools

- SAS Report
- DL Tools/SAS Compare Program
- Reconciliation team at the School Relations Center





Keys to Maximizing

- *Customer Service...*





Top 5 Customer Service Call Reasons



As of 9/05





Password Reset

- Reasons you may need a password reset
 - Received a temporary password as the system administrator and you failed to change the temporary password within 24 hours
 - Did not access the COD web site for 6 consecutive months after your first visit
 - You did not access the COD web site for over 3 consecutive months following the last visit and you have been in the web site more than one other previous time





Password Reset

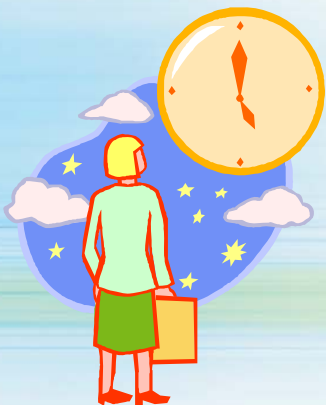
- Designate a Security Administrator who can provide access to the COD web for its users
 - Who is the right person?
 - How many should you have?





Batch Processing

- Schools should allow 24 hours for COD to process a batch





Person

School

Batch

Award

Services

User

▼ Batch Search

► Action Queue

► Pell Data Requests

Search Results

? **HELP**

Click on a Document ID from the list below to view detailed information about the Batch.

Entity ID	School Name	Begin Date	End Date
		08/15/2005	08/31/2005

Batch Type Award Year

Records 1 to 54 of 54

Document ID	Record Type	Doc Type	Date Received	Date Response Sent	Status	Students Accepted	Rejected	Warning
	DL	RS	08/31/2005					
	DL	BN	08/31/2005	08/31/2005	Accepted	102	102	0 N
	DL	RS	08/30/2005	08/30/2005	Accepted	3	2	1 Y
	PL	RS	08/30/2005	08/30/2005	Accepted	298	298	0 N
	DL	PN	08/30/2005	08/30/2005	Accepted	29	29	0 N



Rejected Records

- Check Rejected Record Status
 - Select “Rejected” to get detailed information about edits
 - Help Link on the COD web homepage directs schools to a glossary of edit codes
 - COD Technical Reference





Person

School

Batch

Award

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User

► [Batch Search](#)

► [Action Queue](#)

► [Pell Data Requests](#)

[Return to:](#) [Batch List](#)

Batch Detail Information

[? HELP](#)

School	Entity ID	Date Received	Date Response Sent	Award Year
		08/27/2005	08/27/2005	All

To print the below records, select the Print Batch link on the bottom of the page. The records will print a maximum of 1,000 at a time.

Program:

School Reported Data

Document ID	Status	Total Students
	Accepted	1666
Total Number of Awards	Award Amount	
2042	\$10,508,093.00	
Total Number of Disbursements	Disbursement Amount	
5801	\$10,022,877.00	

Batch Statistics

Total Number of Awards Accepted	Award Amount Accepted	Total Students
2087	\$10,423,335.00	1666
Total Number of Awards Rejected	Award Amount Rejected	
19	\$84,758.00	
Total Number of Awards Accepted with Corrections	Award Amount Accepted with Corrections	
0	\$0.00	
Total Number of Duplicate Awards	Amount of Duplicate Awards	
0	\$0.00	
Total Number of Awards Accepted with Warnings	Award Amount Accepted with Warnings	
0	\$0.00	
Total Number of Disbursements Accepted	Disbursement Amount Accepted	
5640	\$9,680,257.00	
Total Number of Disbursements Rejected	Disbursement Amount Rejected	
39	\$73,408.00	
Total Number of Disbursements	Disbursement Amount Accepted with Corrections	

Total Number of Disbursements Accepted with Warnings

199

Total Financial Award Accepted

\$6,097,729.00

Total Funded Disbursement Accepted

\$0.00

Disbursement Amount Accepted with Warnings

\$441,147.00

Total Financial Disbursement Accepted

\$1,174,789.00

Total Non Funded Disbursement Accepted

\$1,174,789.00

Enter filter criteria here to narrow down your search.

SSN:

Status:

Rejected



Apply Filter

Reset Filter

Award Type:

All



Award Year	Name	SSN	Award Type	Award No	Disb No
'05-'06		- Accepted	DLU	001 - Rejected	
'05-'06		- Accepted	DLU	001 - Rejected	
'05-'06		- Accepted	DLS	001 - Accepted	02 - Rejected
'05-'06		- Accepted	DLU	001 - Rejected	
'05-'06		- Accepted	DLS	001 - Rejected	
'05-'06		- Rejected	DLS	001 - Rejected	01 - Rejected
'05-'06		- Rejected	DLS	001 - Rejected	02 - Rejected
'05-'06		- Accepted	DLS	001 - Rejected	
'05-'06		- Accepted	DLS	001 - Rejected	
'05-'06		- Accepted	DLU	001 - Rejected	01 - Rejected
'05-'06		- Accepted	DLU	001 - Rejected	02 - Rejected
'05-'06		- Accepted	DLS	001 - Rejected	
'05-'06		- Accepted	DLU	001 - Rejected	
'05-'06		- Accepted	DLS	001 - Rejected	
'05-'06		- Accepted	DLU	001 - Rejected	
'05-'06		- Accepted	DLU	001 - Rejected	
'05-'06		- Accepted	DLS	001 - Accepted	01 - Rejected
'05-'06		- Accepted	DLU	001 - Accepted	01 - Rejected



Person

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Batch

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User

► **Batch Search**

▼ **Batch Information**
Detail

► **Action Queue**

► **Pell Data Requests**

Return to: [Batch List](#) -> [Batch Detail](#)

Record Errors

? **HELP**

Document ID

Entity Id

Award Year

Person

'05-'06

Disbursement 2 Error

Field	Disbursement/Number
Edit number	058
Description	DUPLICATE DISBURSEMENT INFORMATION ON FILE
Edit status	Rejected
Field value	02

UPDATE RECORD

VIEW RECORD

VIEW RESPONSE



Help Main



Click on one of the links below for aid or information regarding the system.

Site Usage Help	Information about browsers that are supported by this website and how to use the site navigation
Frequently Asked Questions (FAQs)	Questions and answers about the student award origination and disbursement processes
Glossary	Frequently used terms related to the origination and disbursement processes
Department of Education Links	Other sites related to the Department of Education
Edit/Comment Codes '99-'00	Edit / Comment Codes Award Year '99-'00
Edit/Comment Codes '00-'01	Edit / Comment Codes Award Year '00-'01
Edit/Comment Codes '01-'02	Edit / Comment Codes Award Year '01-'02
Edit/Comment Codes '02-'03	Edit / Comment Codes Award Year '02-'03
Edit/Comment Codes '03-'04	Edit / Comment Codes Award Year '03-'04
Edit/Comment Codes '04-'05	Edit / Comment Codes Award Year '04-'05
Edit/Comment Codes '05-'06	Edit / Comment Codes Award Year '05-'06
Privacy Notice	The privacy policy of this web site



No.	Edit Code/ Type	Block	Message	Condition	Award Type Affected	How to Fix Record	Nearest Corresponding Phase-In Participant Edit
057	R	Disbursement	A change/adjustment to a Disbursement Date and Disbursement Amount were submitted on the same transaction. Adjustment to Disbursement Amount has been rejected.	<p>A change to Disbursement Date and an adjustment to a Disbursement Amount were made at the same time, i.e. in the same transaction with the same Sequence Number for the same Disbursement Number, after a Disbursement has been funded.</p> <p>This edit applies to Disbursement Release Indicator(Payment Trigger) = True only</p> <p>(Direct Loan only)</p>	DL	<p>The change to the Disbursement Date is accepted but the change to the disbursement amount is rejected.</p> <p>Resubmit the adjustment to the Disbursement Amount with a new Sequence Number.</p>	DLD - 39
058	R	Disbursement	Duplicate Disbursement Information On File	The reported Disbursement Number, Sequence Number, and Disbursement Release Indicator (Payment Trigger) equal to True are already on file with COD.	Pell/DL	<p>No action is required.</p> <p>If you are attempting to make a change, resubmit with a higher sequence number.</p>	DLD - M DLD - P
059	W	Disbursement	Duplicate Adjustment Information on File	The Disbursement Number, Disbursement Amount(s) Disbursement Date, and Disbursement Release Indicator (Payment Trigger) equal to True are	Pell/DL	<p>No action required.</p> <p>Review the field you are attempting to change and resubmit</p>	N/A



Keys to Maximizing

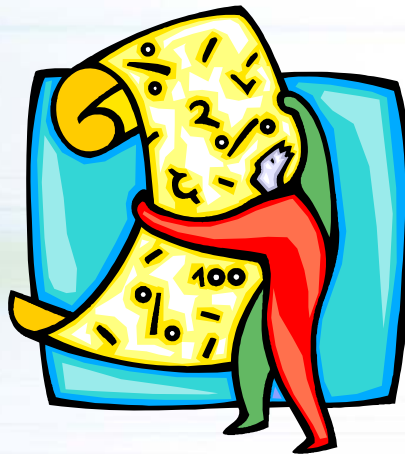
- *Reports and Data Requests...*





Report Request

- COD Web is available to retrieve Pell and Direct Loan reports and submit Pell Data Requests





Person

School

Batch

Award

Services

User

▼ COD Reports

► **Direct Loan Servicing**

COD Reports

? **HELP**

Below is a link to COD Reports.

Selecting a link will open a separate browser window. When you have finished viewing the information associated with the chosen link, simply close the browser window.

<https://codreports.cod.ed.gov>



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david kwon [dkwon01]'s NewsB


COD Reporting

New ▼ Edit ▼ View ▼ | [NewsBox Properties](#)

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U.S. DEPARTMENT OF EDUCATION
COMMON ORIGATION & DISBURSEMENT



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[david kwon \[dkwon01\]'s NewsBox](#)

[COD Reporting](#)

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[COD Reporting](#) > [PELL Reports](#)

New ▼ Edit ▼ View ▼ | [NewsBox Properties](#)

[PENDING DISBURSEMENT LIST - PELL\(CSV\) 2004-2005](#)

[Actions](#)

[SSN-NAME-DATE OF BIRTH CHANGE - PELL\(CSV\)](#)

[Actions](#)

[VERIFICATION STATUS REPORT - ALL CAMPUSES \(CSV\) 2005-2006](#)

[Actions](#)

[VERIFICATION STATUS REPORT - ATTENDING \(CSV\) 2005-2006](#)

[Actions](#)

[PENDING DISBURSEMENT LIST - PELL\(CSV\) 2005-2006](#)

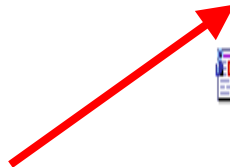
[Actions](#)

[VERIFICATION STATUS REPORT - ALL CAMPUSES \(CSV\) 2004-2005](#)

[Actions](#)

[VERIFICATION STATUS REPORT - ATTENDING \(CSV\) 2004-2005](#)

[Actions](#)



PENDING DISBURSEMENT LIST - PELL(CSV) 2005-2006 - Actions

Select the action you want to perform by clicking on a link.

Available actions:



[Show most recent report in Excel format](#)

[Other display options...](#)



[Previous versions...](#)



[Create shortcut...](#)



[Return to NewsBox](#)



Person

School

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User

▶ **Batch Search**

▶ **Action Queue**

▼ **Pell Data Requests**

▶ **Direct Loan Rebuild**

Pell Data Requests

HELP

Enter one or more of the following fields:

Entity ID

Report Type

ALL

Start Date

End Date

- ALL
- Electronic Statement of Account
- Multiple Reporting Record
- Reconciliation File
- Pell POP Report
- Year to Date Record
- Verification Status Report

NEW REQUEST



Online Changes

- Schools have the ability to perform many changes for themselves by utilizing the COD web
- For a school to authorize the School Relations center to make a change, they are required to fax an authorization form
 - “Today’s Update” link at the bottom of every COD web page





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COMMON ORIGATION & DISBURSEMENT

[School Search](#)[Batch Search](#)

Welcome to the Common Origination & Disbursement Web Site

Welcome to the U.S. Department of Education's Common Origination and Disbursement (COD) web site. Financial Aid Administrators, Servicers, or other officials can use this site to perform a variety of functions related to student/award/disbursement data for Pell, Direct Loan, and Campus-Based programs.

If you are a student looking for information on Federal Student Financial Aid, please visit:
<http://studentaid.ed.gov/PORTALSWebApp/students/english/index.jsp>.

To access this site, please login: [Login](#) **HURRICANE INFORMATION !!!**

[Click here if you are looking for more information on Common Origination and Disbursement.](#)

If you experience any problems with the information presented on this page, please use the [Contact Us](#) feature.



U.S. DEPARTMENT OF EDUCATION
COMMON ORIGATION & DISBURSEMENT



Please select a file to download to your computer.

Filename	Length (bytes)	Date Modified
2005-2006 School Testing Guide and Signup Document.doc.pdf	430283	03/16/2005 11:48:41 AM
COD Frequently Asked Questions (FAQ).pdf	520279	07/15/2005 10:40:51 AM
COD Processing Updates for Direct Loans and Pell Grants.pdf	910306	09/07/2005 09:48:40 AM
COD Processing Updates for Pell Grants.pdf	794177	09/07/2005 09:50:11 AM
COD School Relations & CPSSAIG - Quick Reference Guide.pdf	241672	06/17/2005 10:37:19 AM
COD Web Site Access For Schools.doc	45058	03/17/2005 12:19:00 PM
COD Web Site Access For Third Party Servicers.doc	50690	03/17/2005 12:22:33 PM
COD Web Site User Roles Chart.pdf	137069	03/17/2005 12:23:49 PM
How To Update School Contact Information In COD.pdf	38684	12/01/2003 10:52:16 AM
Requesting Approval to Make a Late Disbursement Beyond the 120-Day Period.pdf	62853	05/05/2005 08:05:57 AM
School Online Change Authorization Instructions.pdf	123169	02/16/2004 04:08:07 PM
Steps For Participation In The Direct Loan Program.pdf	542302	04/25/2005 08:05:55 AM
The Routing ID- Information for New COD Full Participant Schools.doc	52226	11/19/2004 08:47:39 AM

Close Window



Internet



Keys to Maximizing

- *COD Web...*





Cash Activity/Balance Confirmation

- Schools can monitor their cash on the Cash Activity page
- Direct Loan schools can confirm their balance on the Balance Confirmation page
- Direct Loan schools can closeout on the COD web





Person School Batch Award Services User

► **School Search**

▼ **School Information**

School Summary
Financial Aid Contact
Eligibility
General
Options
Funding Info
Summary Financial Info
Refunds of Cash
Cash Activity
Events
Memos
Yearly Totals
Relationships
Balance Confirmation
Request Post Deadline
Processing
Correspondence
Report Selection

► **School Workflows**

Cash Activity

? **HELP**

Program/Year Selection

Program **PELL** ▼

Award Year **'05-'06** ▼

Printer Friendly

Cash Activity Summary

Net Draws \$15,567,569.00

Cash > Accepted & Posted Disbursements & older than 30 days \$0.00

	Totals	11/02/2005	10/25/2005
Date of Transaction		9:58:04 AM	11:49:00 AM
Time		11/01/2005	10/24/2005
GAPS Debit Date		\$53,000.00	\$45,000.00
Drawdowns/Payments	\$15,560,000.00		
Drawdown Adjustments	\$7,569.00		
Refunds of Cash	\$0.00		
Returns of Cash	\$0.00		
Drawdown Offsets	\$0.00		
Days Since Net Draws Increase		2	10
Days Left For On-time Reporting		028	020
Payment Control Number		2005103169058	200510215
Accepted & Posted Disbursements Applied	\$15,550,379.00	\$35,810.00	\$45,000.00
% of Accepted & Posted Disb. Applied to Net Draws	99.9%		
Cash > Accepted & Posted Disbursements	\$17,190.00		
% of Cash > Accepted & Posted Disbursements	0.11%		
Source System		GAPS	GAPS

Amounts in parentheses decrease net draws



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Report Selection

School Balance Confirmation

? **HELP**

Program

DIRECT LOAN ▼

Award Year

'03-'04 ▼

The main purpose of this screen is to allow you to submit your confirmation and to enter the School Ending Cash Balance and the End Date of the School Balance.

Date School Confirmed Program Year Closeout

02/17/2005

Current Program Year Close Data

Today's Date	09/01/2005
Net Drawdowns/Payments	\$247,202,101.00
Total Net Booked Disbursements	\$247,202,101.00
Current Ending Cash Balance	\$0.00
Total Net Unbooked Disbursements	\$0.00
Latest Award End Date	06/11/2004

Days past the Latest Reported Award End Date: 447

Balance Confirmation Form

Date	02/14/2005
School Name	
Name of School Official	
Telephone Number	
E-Mail Address	
Last SAS Ending Cash Balance	\$0.00
Last SAS Date	08/31/2005
School Ending Cash Balance	\$0.00
End Date of School Balance	02/17/2005

I am certifying that my school's internal cash balance is \$0 for the Award Year referenced above. This is in agreement with the Department's official ending cash balance reflected in my school's most recent SAS report. My school has no outstanding issues for this program year. I understand that by submitting this request I authorize the Department of Education to take the following actions for the Award Year listed above:

1. The Department will send a closeout letter to my school.
2. COD will stop processing or accepting any data without Department review and approval.



I am certifying that my school's internal cash balance is \$0 for the Award Year referenced above. This is in agreement with the Department's official ending cash balance reflected in my school's most recent SAS report. My school has no outstanding issues for this program year. I understand that by submitting this request I authorize the Department of Education to take the following actions for the Award Year listed above:

1. The Department will send a closeout letter to my school.
2. COD will stop processing or accepting any data without Department review and approval.
3. The Department will reduce our school's Cash Funding Level (CFL) to Total Net Cash (Cash Receipts - Refunded Cash).
4. The SAS and other reports for this award year will no longer be sent unless our balance changes.

I understand that these measures are being taken to protect my school from further changes to my Ending Cash Balance. If I should need to submit data for this year at a future time, I will contact the COD Customer Service Center at 1-800-848-0978.

To Submit this form, please click either button:

I Agree or I Disagree

I AGREE

I DISAGREE





Pell Post Deadline Processing

- Pell Schools can initiate the request for Administrative Relief
 - COD web site
 - All electronic process





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► **School Search**

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Request Post Deadline Processing

? **HELP**

Complete the fields below. Click "Submit" to submit the request for Post Deadline Processing. The fields marked with an asterisk (*) are required.

***Request Extending
Processing for Award Year**

'04-'05 ▼

***Request Extending
Processing for Program**

PELL ▼

***Requestor Name**

***Requestor Email Address**

***Requestor Phone Number**

() - ext.

***Reason Code**

Natural Disaster ▼

***Explain why you will need
Extended Processing**

Natural Disaster

Institutional Problem

System Failure

Re-Entry Within 180 Days

Late Disb <= 120 Days

'Late' Late Disb > 120 Days

Unusual Circumstances

Other

***Request Date**



Direct Loan Extended Processing

- Direct Loan schools must contact the COD School Relations Center to request Extended Processing
- State the reason(s) that are preventing close out and estimate a timeframe for resolution





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Report Selection

School General Information

? **HELP**

Program

PELL

Award Year

'05-'06

Eligibility Information

Eligibility Override

Funding Information

Extended Processing Status

Extended Processing Begin Date

Extended Processing Expiration Date

Extended Processing Action Date

Extended Processing Reason

Call For Cash

Freeze Cash

QA Attribute

Program Relations Information

Reporting School ID:

Funding School ID:

Servicer:

Mailbox ID:



Correspondence

- Schools can view Direct Loan correspondence on the COD web





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School Correspondence

? **HELP**

Program Year Closeout Letter

Request Date/Time	Award Year	Requested By	Status	Number of Reprints	Last Reprint Date/Time	Re-Request	View
08/25/2005 16:18:54	'05-'06	DLCLOSE	PRNT	0		<input type="checkbox"/>	<input type="radio"/>
08/25/2005 16:18:53	'05-'06	DLCLOSE	PRNT	0		<input type="checkbox"/>	<input type="radio"/>
08/31/2005 21:56:36	'04-'05	DLCLOSE	PRNT	0		<input type="checkbox"/>	<input type="radio"/>
08/31/2005 21:56:35	'04-'05	DLCLOSE	PRNT	0		<input type="checkbox"/>	<input type="radio"/>

Reopen Direct Loan Closeout Letter

Request Date/Time	Award Year	Requested By	Status	Number of Reprints	Last Reprint Date/Time	Re-Request	View
11/02/2005 10:33:05	'05-'06	DLCLOSE	PRNT	0		<input type="checkbox"/>	<input type="radio"/>
11/02/2005 10:33:04	'05-'06	DLCLOSE	PRNT	0		<input type="checkbox"/>	<input type="radio"/>
08/31/2005 21:56:36	'04-'05	DLCLOSE	PRNT	0		<input type="checkbox"/>	<input type="radio"/>
08/31/2005 21:56:35	'04-'05	DLCLOSE	PRNT	0		<input type="checkbox"/>	<input type="radio"/>

REQUEST AGAIN

VIEW LETTER



Keys to Maximizing

- *Wrap Up...*





Key Dates

School Testing (06/07)	1/2006
Reduction NAPD (05/06)	2/2006
Release 5.0 (06/07)	3/11/06
Reduction to GAPS Net Drawdown (03/04)	3/2006
Verification W (05/06)	3/06 & 8/06
ACA Payment (04/05 & 05/06)	3/06 & 8/06
Direct Loan Closeout (04/05)	7/31/06





Getting Help Here

- Representatives from COD, Pell Operations and Direct Loan Operations available at the PC Lab
 - GAPS assistance
 - One-on-one support
 - Reconciliation support





Getting Help at Your School

- If you have questions or need to get an issue escalated, contact the COD School Relations Center
 - A Direct “Line” to Direct Loan at:
dlops@ed.gov
 - School or CSR can request escalation to FSA POP resolution team





Other Helpful Tools

- COD Processing Updates available at:
<http://ifap.ed.gov>
- COD Technical Reference
 - “School Favorites”
 - Implementation Guide
 - Edits section
 - Appendices (Reports)





We're Available!

We appreciate your feedback and comments. We can be reached at:

- Phone:
 - (800) 474-7268 (4P-Grant) – Pell Grant
 - (800) 848-0978 – Direct Loan
- Email: CODSupport@acs-inc.com





Questions?





Glossary

ACA – Administrative Cost Allowance

CFL – Current Funding Level

CSR – Customer Service Representative

GAPS – Grant Administration and Payment System

MPN – Master Promissory Note

MRR – Multiple Reporting Record

NAPD – Net Accepted and Posted Disbursement

POP – Potential Overaward Process

SAS – School Account Statement

